

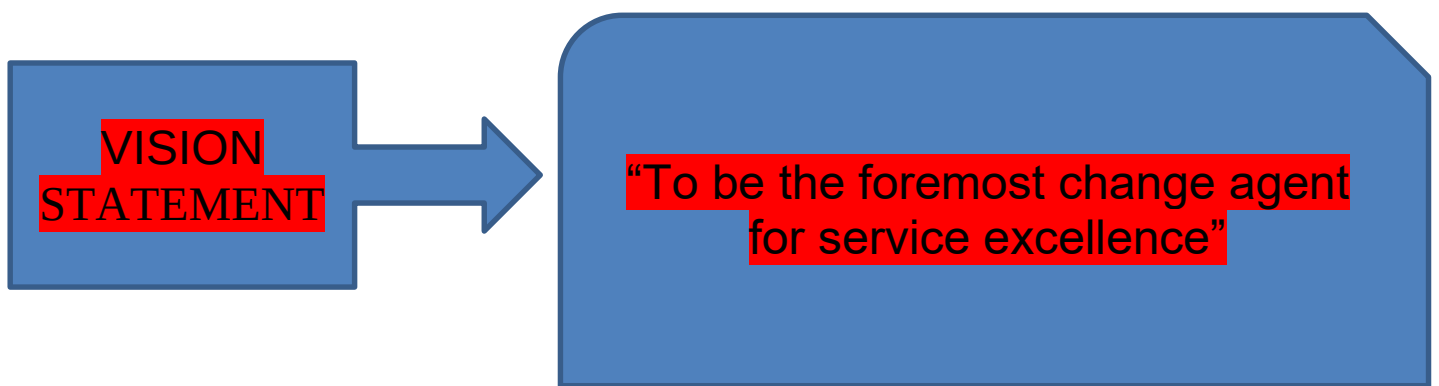


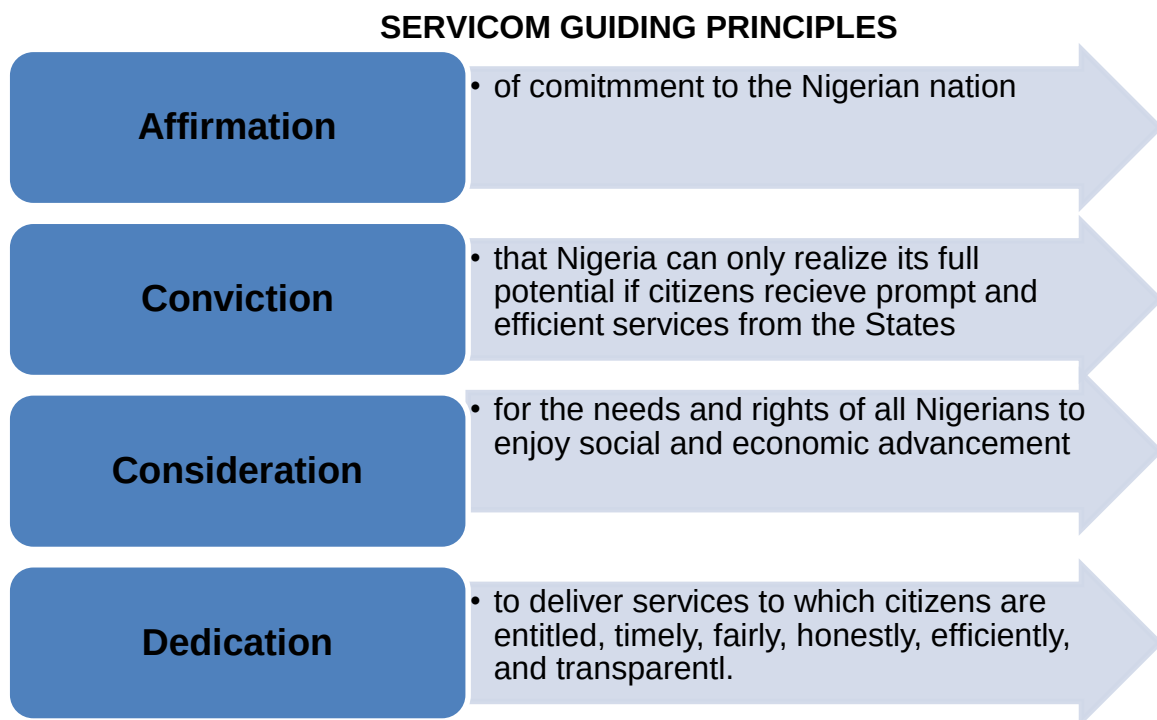
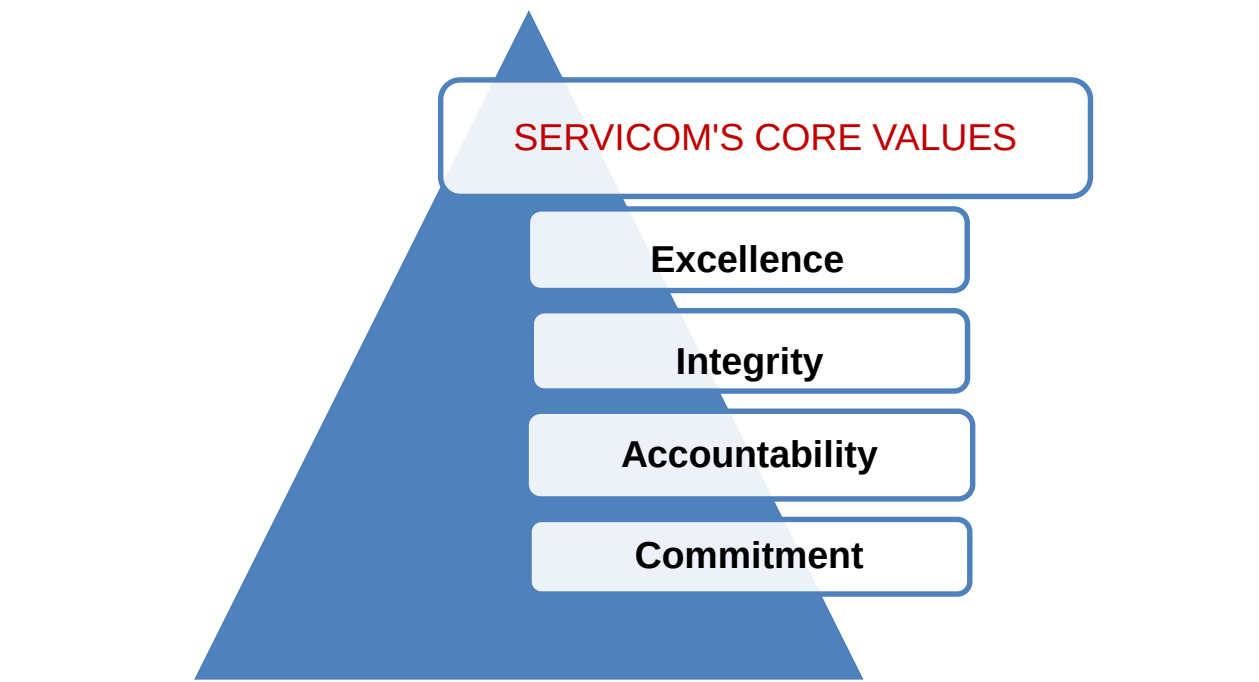
SERVICOM OFFICE

Ensuring Citizens-focused service delivery

Annual Report (FOR THE YEAR ENDED DECEMBER 31, 2019)

Federal Secretariat Complex Phase III First Floor
P.M.B. 622, Garki, Abuja-Nigeria
Telephone: 08106419581, 08153566084
Web Site: www.servicom.gov.ng
Email: info@servicom.gov.ng
Facebook: www.facebook.com/servicomng
Twitter: [@servicomoffice](https://twitter.com/servicomoffice)







MUHAMMADU BUHARI, GCFR

**HIS EXCELLENCY, PRESIDENT AND COMMANDER-IN- CHIEF OF THE ARMED
FORCES, FEDERAL REPUBLIC OF NIGERIA**



Mr. Boss Gida Mustapha
Secretary to the Government of the Federation



Mrs. Nnenna Akajemeli
National Coordinator/Chief Executive Officer, SERVICOM

Table of Contents

	Page
SERVICOM Vision and Mission	2
SERVICOM Core Values & Guiding Principles.....	3
Table of Contents	7
List of Tables.	8
List of Charts.....	8
Management Team	9
National Coordinator's Remarks.....	10
Executive Summary.....	12
Introduction.....	15
Activities and Achievements of SERVICOM Office.....	15
Operations Unit.....	15
SERVICOM Compliance Evaluation (SCE)	16
Federal Colleges of Education SCE.....	16
Nigeria Customs Service SCE.....	20
Federal Medical Centres SCE.....	22
Complaints Handling on Service Failure Experienced in MDA's	22
Presentation of SERVICOM Compliance Evaluation (SCE) reports	25
Ministerial SERVICOM Committees meetings.....	27
Induction of new Nodal Officers	28
Supervise Resource Centre interactions.....	28
Courtesy/Advocacy visits to Ministers/CEOs.....	28
Evaluation of Ministerial SERVICOM Units (MSU)	29
Sensitization/Workshops for MDAs.....	30
JAMB (UMT Centres)	30
MDAs Work Plan	32
Administration Unit	33
Public Awareness Unit.....	38
Accounts Unit.....	45
Audit Unit	46
SERVICOM Institute.....	47
Abbreviations.....	49

LIST OF TABLES

	Page
Table 1.0 Index Scores For Evaluated Federal Colleges of Education.....	16
Table 1.1 Rating of SCE Scores Rating In Percentage, Ranking & Distribution.....	18
Table 1.2 Average analyses of Fed. Colleges by Drivers of Service Delivery by Scores..	18
Table 1.3 Index Score for Nigeria Customs Service.....	20
Table 1.4 Status of complaints received.....	22
Table 1.5 Summary in percentage of complaints resolved, pending and unresolved.....	23
Table 1.6 Categories of complaints.....	24
Table 1.7 selected JAMB Registration Centres and locations.....	31

LIST OF CHARTS

	Page
Chart. 1.0 Graphical representation of the summary scores of the Colleges.....	17
Chart 1.2 Average analysis Fed. Colleges by Drivers of Service Delivery in percentage.	18
Chart 1.3 Analysis of All Evaluated Service Windows by Score	20
Chart 1.4 Average Scores Customs Offices by Drivers of Satisfaction.....	21
Fig 1.5 Graphical representation of complaints received in 2019.....	23
Chart 1.6 Categories of Complaints.....	24
Chart 1.7 Graphical Representation of categories of complaints.....	24

MANAGEMENT TEAM

Mrs Nnenna Akajemeli	National Coordinator/CEO
Mr. J.A. Sunsuwa	Director/Head of Account
Mrs. Bola Aderele	Deputy Director (Admin/Ag Head SI)
Mrs J. Abdullahi	Assistant Director/Head of Operations
Mrs. Ladi Aku	Team Leader A
Mr. Joseph Afolabi	Team Leader B
Mrs. I Ugochukwu	Team Leader D
Miss Patience Musa	Public Awareness Manager
Mr. Isioma Odum	Head of Documentation Unit
Mrs. Rose Nnanna	Secretary

NATIONAL COORDINATOR'S REMARKS

It is with great delight that I present the SERVICOM Office Annual Report of for the year ended 31st December, 2019. The report contains highlight of key activities and achievements of the SERVICOM, as well as developments in the Ministries, Departments and Agencies of the Federal Government of Nigeria.

Every recorded milestone is in line with its vision 'to be the foremost change agent for service excellence' and it is a celebration of the core principles of SERVICOM, which are built on the slogan of service delivery, namely: *"Serve Others as You Would like to Be Served"*. We call this the SERVICOM Golden Rule

The overriding aim that guides our relationship with all Ministries, Departments and Agencies as service providers is to get everybody to do what they are supposed to do in timely, transparent and efficient manners. We simply seek to challenge service providers to recognize this fact. We encourage them to see the values inherent in the Golden Rule in all its ramifications: moral, bureaucratic, and economic.

We are pleased to note from our experience that we have been able to persuade many to see this point of view.

Despite the inherent challenges in public service, SERVICOM worked to improve service delivery and ensure complaints handling mechanism is functional in all Ministries Departments and Agencies (MDAs). This is in line with its strategic plan. The activities and accomplishments of the SERVICOM Office, Presidency in 2019 were as follows:

i. Public Awareness Initiatives

The understanding of stakeholders and success of our operations depend on the effectiveness of the public awareness strategy. Some of the strategies employed in 2019 to enhance public understanding of SERVICOM concept were: radio talk show in Human Right Radio involving officials of various MDAs who discussed on their performance in line with the service charter provisions; press conferences/briefings; monitoring and engagement through social media; and several in-house publications.

ii. International Exchange Program

SERVICOM Office in collaboration with International Quality Registrars and Ascellon, a consulting firm organised an international exchange program held in Dubai. The program was in two batches (1st batch 28th – 31st December, 2019 and 2nd batch 1st – 7th December, 2019 with the aim of enhancing effective experience-sharing and capacity building with both local and international partners.

iii. Complaints Resulting from Service Failure Resolution

Consistent with its effort in helping MDAs address problems associated with service failures, SERVICOM Office has put in place a complaints management system in MDAs and has over the years published a summarized complaints report on a Quarterly basis.

In furtherance to the above, the Office has developed various channels for service takers to file their complaints. These include; Consumer Web Portal, www.servicom.gov.ng various Social Media handles in addition to written complaints. In 2019, the Office received a total of 227 complaints from various MDAs customers.

iv. Future Outlook

As in previous years, the SERVICOM will continue to be an active institutional safety net participant in the country by ensuring the effective discharge of its mandate. It would therefore strengthen all aspects of its core functions, adopt the least cost- effective method of complaints resolution and ensure timely delivery of government services to the citizenry.

vi Conclusion

SERVICOM had in the last one year recorded notable achievements in the evaluation of MDA's Service Charters, Evaluation of selected service window amongst others. There is ample evidence that with careful formulation and adoption of appropriate strategies, the Management and staff are committed to ensuring that the SERVICOM fulfils its core mandate. The SERVICOM Office remains committed to ensuring citizen-focused service delivery particularly in the area of engendering public confidence. The SERVICOM will continue to partner and collaborate with relevant local and international agencies in the promotion of efficient service delivery.

Let me at this juncture thank the Office of the Secretary to the Government of the Federation, especially the Secretary to the Government of the Federation, Mr. Boss Gida Mustapha for the support rendered in the course of discharging our mandate during the year. I also wish to appreciate and commend the staff of the SERVICOM for their dedication, loyalty and commitment to the office. The understanding and cooperation of our stakeholders is also acknowledged. Indeed, without the support of all, the modest achievements recorded during the year under review would not have been possible. Given the same support and cooperation in 2020, I believe the achievements of 2019 would be surpassed as we remain focused in the effective discharge of our mandate.

Thank you.

Mrs Nnenna Akajemeli
National Coordinator/CEO SERVICOM

1.0 EXECUTIVE SUMMARY

The Change agenda of the present administration is anchored on fight against corruption and economic recovery and this translates to improving service delivery.

Good governance, and the legitimacy of government, depends upon the quality of service delivery, in particular, the essential services needed to improve people's lives.

This report provides a framework on how SERVICOM delivered key aspects of the Government's vision and public service reform agenda: re-orienting the public service to discharge its role as servants of the people; building leadership and technical capacity of Ministries, Departments and Agencies (MDAs) to deliver meaningful and sustained improvements in services; increasing the public's ability to engage with service providers to demand better services and greater accountability and to measure the quality of services provided by the MDAs with a view to improve on their services to the citizenry.

SERVICOM does this through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every institution in the public service towards better service delivery. SERVICOM supports these MSUs to establish Service Charters and complaints systems at service front-lines, and develop Service Improvement Plans after they have been evaluated. SERVICOM also improves Nigerian public services by building the capacity of public servants through the SERVICOM Institute and supporting MDAs to implement pilot projects to demonstrate how services can be improved in practice. SERVICOM also works to raise awareness of the public's right to demand quality services and challenge service failure.

This report provides an overview of the activities and major outcomes of SERVICOM in 2019. It is structured in parts comprising the activities of the various units, summaries of SERVICOM Compliance Evaluation, Service Charter Evaluation and MSU Evaluation Reports of Ministries, Departments and Agencies (MDAs) and reports of various units: Administration, Accounts, Public Awareness, Documentation & Information Management and SERVICOM Institute. These units report to the National Coordinator/Chief Executive Officer.

Despite the inherent challenges in public service, SERVICOM worked to improve service delivery and ensure complaints handling mechanism is functional in all Ministries Departments and Agencies (MDAs). This is in line with its strategic plan. The activities and accomplishments of various units within the SERVICOM Office, Presidency in 2019 were as follows:

I Operations Unit

Activities of the Operations Unit include: assisting MDAs through regular MSU/MSU Networking meetings, Supervision of Resource Centre interactions, conducting MSU and MDA Charter Evaluation as well as SERVICOM Compliance Evaluation and presenting reports of same to management of evaluated MDAs. By December 2019, the Operations Unit had undertaken Compliance Evaluation of selected service Thirty-one (31) windows: twenty one (21) Federal Colleges of Education, four (4) Nigeria Customs Service Zonal Offices and Six (6) Federal Medical Centres which are under the supervision of Federal Ministry of Education, Federal Ministry of Finance and Federal Ministry of Health

respectively. Official presentation of the evaluation reports have been made to these MDAs to their management for implementation

Future Plan

- SERVICOM Compliance Evaluation:
- MSU Evaluation: All MDAs
- Courtesy Visits to Ministers/ Chief Executives of MDAs:
- MSC Networking Meetings:

II Administration Unit

The Administration Unit ensures smooth running of the office. During the year under review, the Unit:

- Facilitated Management, Operations and Nodal Officers' meetings
- Supervised maintenance of security, drivers and use of vehicles
- Monitored movement of files and documents
- Investigated and prosecuted disciplinary cases
- Facilitated the Recruitment of staff to fill vacancies

III Public Awareness Unit

The Public Awareness unit was set up to coordinate the task of creating awareness of SERVICOM Office. In continuation to raising citizens' awareness on the significance of service delivery in their lives and stimulate them to challenge service failure and demand for quality service as their constitutional right. In the year under review, The Public Awareness unit has achieved the following: SERVICOM Help Desk Radio Programme was transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme "Brekete Family" from 7:30am - 9:00am. The programme which is also on-line is viewed from any part of the world at any time, with Nigerians in Diaspora making their contributions to the success and impact of the programme .

Future Plan

- The establishment of dedicated club of SERVICOM Reporters
- Road shows and production of Magazine

IV Documentation and Information Management Unit (DIMU)

The Documentation and Information management Unit was established to ensure the comprehensive storage and retrieval of all research, reports and findings arising from or relating to the work of SERVICOM Office and promote the wider sharing and use of information to enhance the effectiveness of SERVICOM's work, including Public Awareness and SERVICOM Institute

Future Plan

- Developing electronic and manual filing systems to catalogue all documents relevant to SERVICOM's work in a logical and appropriate manner

V Accounts Unit

The Accounts Department is a service department to the SERVICOM Office. It facilitates the actualization of the programmes and activities of the SERVICOM Office for implementation by the key departments and units. The Department receives and pays as well as renders return as appropriate.

Future Plans

- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintain record of receipts and payments of SERVICOM finances.
- The department facilitated the preparation and defending the SERVICOM Office annual budget and followed up the funding of its activities and programmes.

VI The SERVICOM Institute

The Institute is the training arm of the SERVICOM Office. It provides training on key elements of customer-focused service delivery for all categories of public servants. The Institute commenced operation in January 2007 with a Consultancy Skills course for SERVICOM Officers. In addition, it also:

Future Plan

- Plans various training programmes for different cadre of public servants including customized workshops to meet specific service improvement needs of MDAs.
- Providing continuous training for civil staff
- Mainstreaming training on service delivery principles into curriculum of government training institutions
- Establishing the Institute as the leading provider of training and research on service delivery in Nigeria;
- Continuing to meeting the training needs of SERVICOM Office

2.0 Introduction

SERVICOM is a social contract between the Federal Government of Nigeria and the citizenry. SERVICOM gives Nigerians the right to demand quality service. Details of these rights are contained in Service Charter, which are now available in all government Ministries, Departments and Agencies (MDAs) where services are provided to the public. SERVICOM operates through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every institution in the public service towards better service delivery.

The singular objective of SERVICOM is to meet the challenge of nationwide service failure as depicted in a diagnostic survey, *Delivering Service in Nigeria: A Roadmap*. Findings of the survey were fully discussed at a Retreat in 2004, especially its conclusions; that Government services were not serving the people and Services were inaccessible, poor in quality and indifferent to citizen needs.

The SERVICOM Office was thereafter set up under the Presidency on 21st March, 2004 to serve as the engine of the Federal Government's Service Delivery Initiative.

The focus of the Federal Government on effective and efficient use of public resources, proper financial management, accountability and fiscal prudence is closely related to the SERVICOM principles which are hinged on the re-orientation of public servants to be committed, responsible and accountable while serving the public.

Public service is the only contact that most citizens have with Government SERVICOM therefore focuses on improving the quality of that contact by working with MDAs to ensure effective service delivery. By this approach, the critical policy thrust of governance to maximize the benefits the citizenry derive from governance will be realized, the lives of the people will be truly touched and the critical choice they made in voting this Government will be justified.

As in previous years, SERVICOM Office will continue to be an active institutional safety net participant in the country by ensuring the effective discharge of its mandate. It would therefore strengthen all aspects of its service delivery functions, adopt the least cost-effective method of service failure resolution and ensure timely delivery of services in all Ministries, Departments and Agencies (MDA). To sharpen its monitoring and evaluation activities, SERVICOM would focus on enhancing its skills in the following areas: data analysis, ATLAS.ti among others.

3.0 Activities and Achievements of SERVICOM Office in 2019

3.1 Operations Unit

The SERVICOM Operations Unit is the core Unit of the SERVICOM Office. It is the Unit responsible for the facilitation of improved service delivery in the MDAs through Resource Centre Interaction (CRI), sensitization, monitoring and evaluations. The Unit consists of four (4) Teams (Teams A – D) and each Team is headed by a Team Lead.

This report highlights the activities, challenges and recommendations of the Operations Unit during the year under review. Based on proposed work plan for 2019 activities the unit made remarkable improvement in the following areas.

- i. SERVICOM Compliance Evaluation of MDAs

- ii. Complaints handling
- iii. Presentation of SERVICOM Compliance Evaluation reports
- iv. Ministerial SERVICOM Committees meetings
- v. Evaluation of MDAs Service Charter
- vi. Inaugurations of MSUs
- vii. Induction of new Nodal Officers
- viii. Supervision of Resource Centre interactions
- ix. Courtesy/Advocacy visits to Ministers/CEOs
- x. Sensitization Workshops for MDAs
- xi. Service Improvement Planning workshop for evaluated MDAs

3.1. SERVICOM Compliance Evaluation (SCE)

During the year under review, the Operations Unit had undertaken Compliance evaluation of parastatals in three key ministries- Federal Ministry of Education, Federal Ministry of Health and Federal Ministry of Finance. The selected service windows in these MDAs include: twenty one (21) Federal Colleges of Education, twenty one (21) Federal Medical Centres and four (4) Customs Service Zonal Offices. The overall objective of the SERVICOM Compliance Evaluation is to ensure Citizen-focused Service Delivery in MDAs. The specific objective includes identifying gaps in service delivery and making recommendations to the management of various service windows to improve customer satisfaction and accountability.

A Federal Colleges of Educations

Evaluation of the services of the Federal Colleges of Education was carried out between February to May 2019 to identify areas that its services need improvement especially timely release of student's results and processing of transcripts. Twenty one (21) Federal Colleges of Education from the six geo-political zones and FCT College of Education, Zuba were selected for assessment of their compliance with the SERVICOM index. Evidence was gathered at the service windows evaluated through customer interviews, discussions with management, staff, partners, review of key documents, desk research and general observations. The Colleges visited and their scores are shown in the table below:

(Table 1.0) THE INDEX SCORES FOR EVALUATED FEDERAL COLLEGES OF EDUCATION

S/N	Federal Colleges of Education visited	Score	Percentage %
	FAIR **		
1	FCE (T) Umunze, Anambra State	2.0	50.0
2	FCE, Zaria	1.9	47.5
3	FCE (S) Oyo	1.8	45.0
4	FCE Yola, Adamawa State	1.8	45.0
5	FCE Okene, Kogi State	1.8	45.0
6	FCE Eha-Amufu, Enugu state	1.7	42.5
7	FCE Pankshin, Plateau State	1.7	42.5
8	FCE (Technical) Gusau, Zamfara State	1.7	42.5

9	FCE Abeokuta, Ogun State	1.7	42.5
10	FCE Katsina, Katsina State	1.7	42.5
11	FCE, (Technical) Gombe,	1.7	42.5
12	Alvan Ikoko FCE, Imo state	1.6	40.0
13	FCE Asaba, Delta State	1.6	40.0
14	FCE, (Technical) Bichi, Kano	1.6	40.0
15	FCE (T) Omoku Rivers State	1.6	40.0
	POOR		
16	FCE, (Technical) Akoka, Yaba Lagos State	1.5	37.5
17	FCE Kotangora, Niger State	1.5	37.5
18	FCE (Technical) Potiskum,	1.4	35.0
19	FCT COE Zuba	1.4	35.0
20	FCE Obudu, Cross Rivers State	1.3	32.5
21	Adeyemi COE Ondo	1.3	32.5
22	FCE Kano, Kano State	1.2	30.0

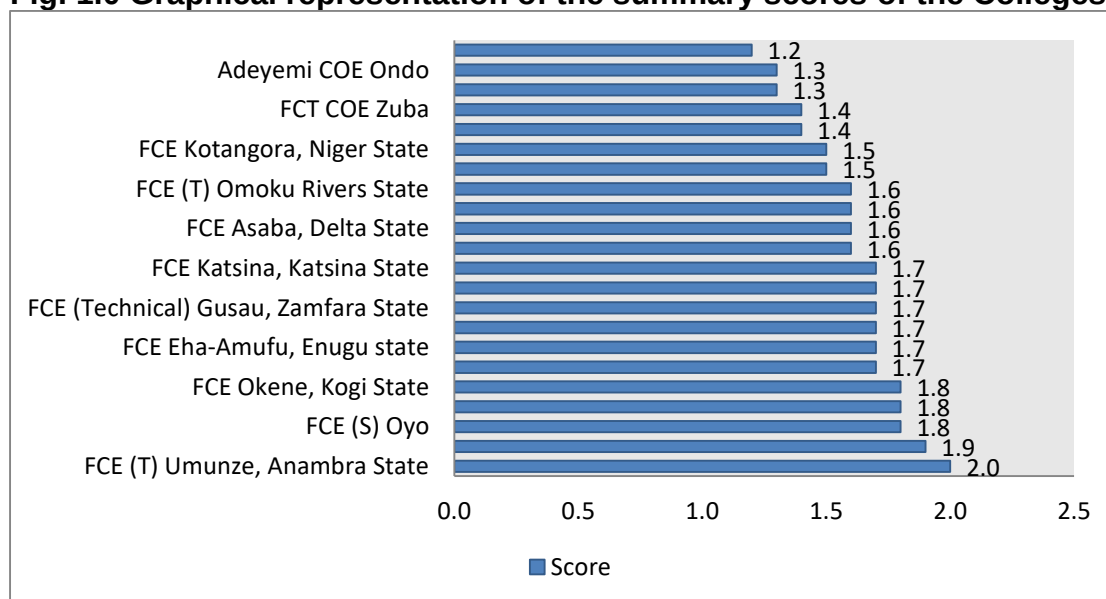
Source: SERVICOM Office

Two star (fair **) Ranking College

No star (Poor) Ranking Colleges

In the course of the evaluation, key findings that affect service delivery were identified. These included poor conditions of students' hostels, inadequate lecture halls and poor quality assurance mechanism amongst others. However there were some areas the colleges were commended. These include: recognition and award to deserving lecturers and other staff, good relationship between the host communities and the colleges etc. The recommendations to the key findings were proffered in the detailed reports forwarded to the management of National Commission for Colleges of Education (NCCE) on the July 30, 2019

Fig. 1.0 Graphical representation of the summary scores of the Colleges



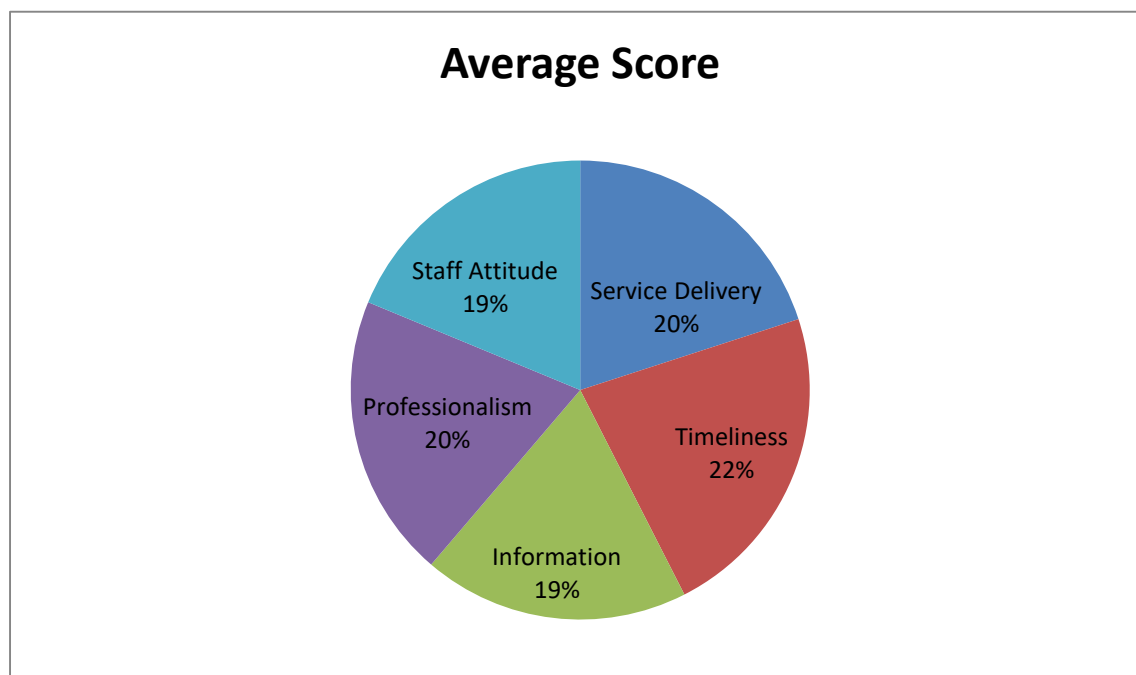
(Table 1.1) RATING OF SERVICOM SCE EVALUATION SCORES RATING IN PERCENTAGE, RANKING AND DISTRIBUTION

% Score	Ranking	Description
90 – 100	5 Star Services	Praiseworthy ***** (Has excelled at all aspects & criteria of Service Delivery)
70 – 89	4 Star Services	Commendable **** (Has all aspects & criteria of Service Delivery covered)
60 – 69	3 Star Services	Acceptable *** (Has most aspects & criteria of Service Delivery covered but more could be done)
40 – 59	2 Star Services	Fair ** (Some important aspects & criteria of Service Delivery are not covered and there is a lot more to be done to satisfy these requirements)
21 – 39	1 Star Services	Poor * (Very little has been done to satisfy the aspects & requirement of Service Delivery)
0 – 20	0 Star Services	Shameful (Nothing has been done to satisfy the aspects & requirements of Service Delivery)

Table 1.2 Average analysis of all evaluated windows by Drivers of Service Delivery by Scores

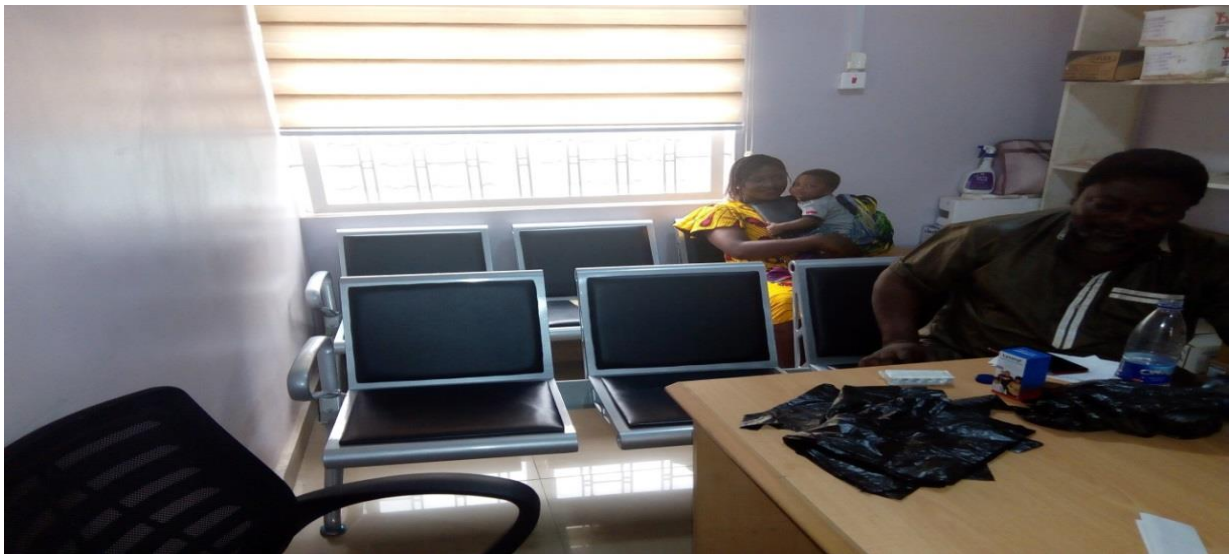
S/N	DRIVERS	AVERAGE SCORE
1	Service Delivery	1.6
2	Timeliness	1.8
3	Information	1.5
4	Professionalism	1.6
5	Staff attitude	1.5

Fig. 1.2 Average analysis of all evaluated Service windows by Drivers of Service Delivery in percentage



From the figure above all the Federal Colleges of Education fell below average of 50%. This sends signal to the stakeholders in the Education sector that a lot need to be done to ensure future generation of teachers as Colleges of Education are the training institution for teachers

Some of the pictures taken during the SERVICOM Compliance Evaluation of Federal Medical Centres



FMC Yenagoa Pharmacy Waiting area



Mr. Abbass Decorating the Provost of Federal College of Education Potiskum, Yobe State during SERVICOM Compliance Evaluation

3.1.1 B Nigeria Customs Service

Evaluation of the services of Nigeria Customs Service was carried out in May 2019 to identify areas that its services need improvement especially collection of revenues (Import/Excise Duties & other Taxes/Levies. Four (4) zones were selected for assessment of their compliance with the SERVICOM Index. Evidence was gathered at the service windows evaluated through customer interviews, discussions with management, staff, partners, review of key documents, desk research and general observations. The zones visited and their scores are shown in the table below:

Table 1.3 Index Score for Nigeria Customs Service

S/N	Service Window	Score	Percentage %
	FAIR **		
1	Headquarters	1.8	45
2	Nigeria Customs Service (Zone A Lagos)	1.8	45
3	Nigeria Customs Service (Zone B Kaduna)	1.7	42.5
4	Nigeria Customs Service (Zone C Port Harcourt)	1.7	42.5

The above service windows fall under the ranking of **2 star (fair **)**. The description of this ranking is that, some important aspects & criteria of Service Delivery are not covered and there is a lot to be done to satisfy these requirements.

Chart 1.3 ANALYSIS OF ALL EVALUATED SERVICE WINDOWS BY SCORE

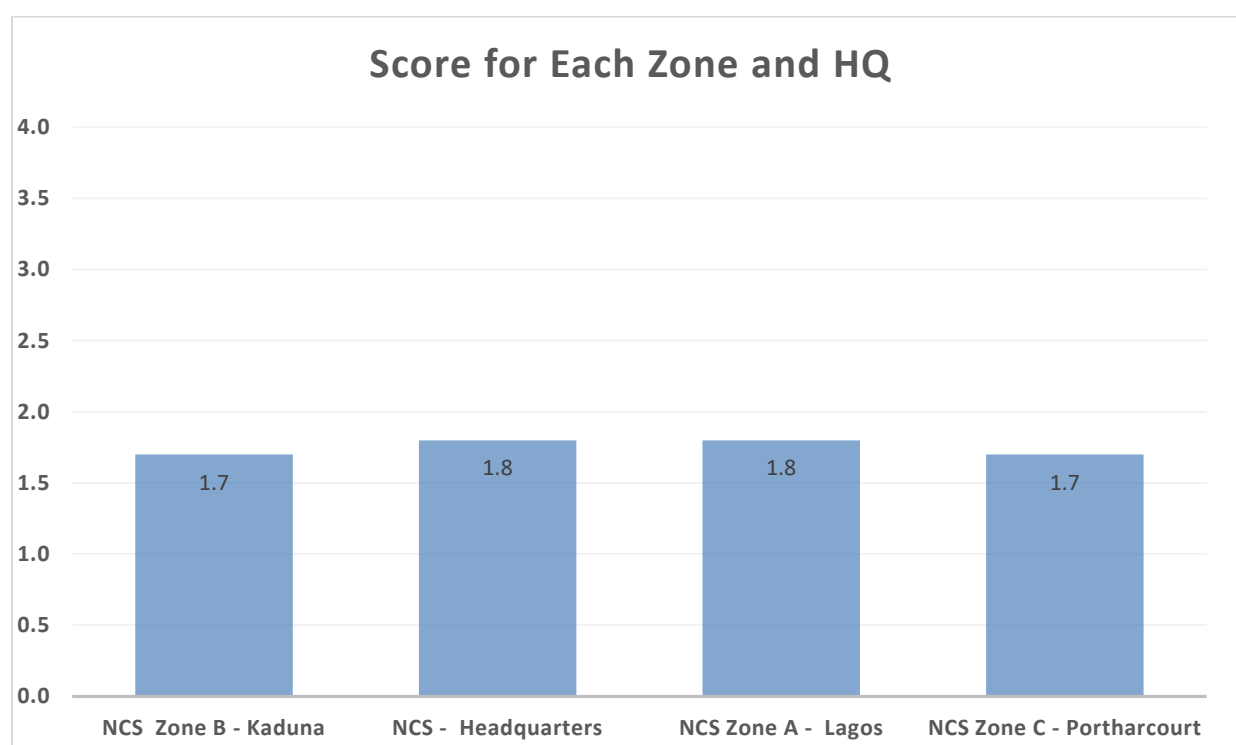
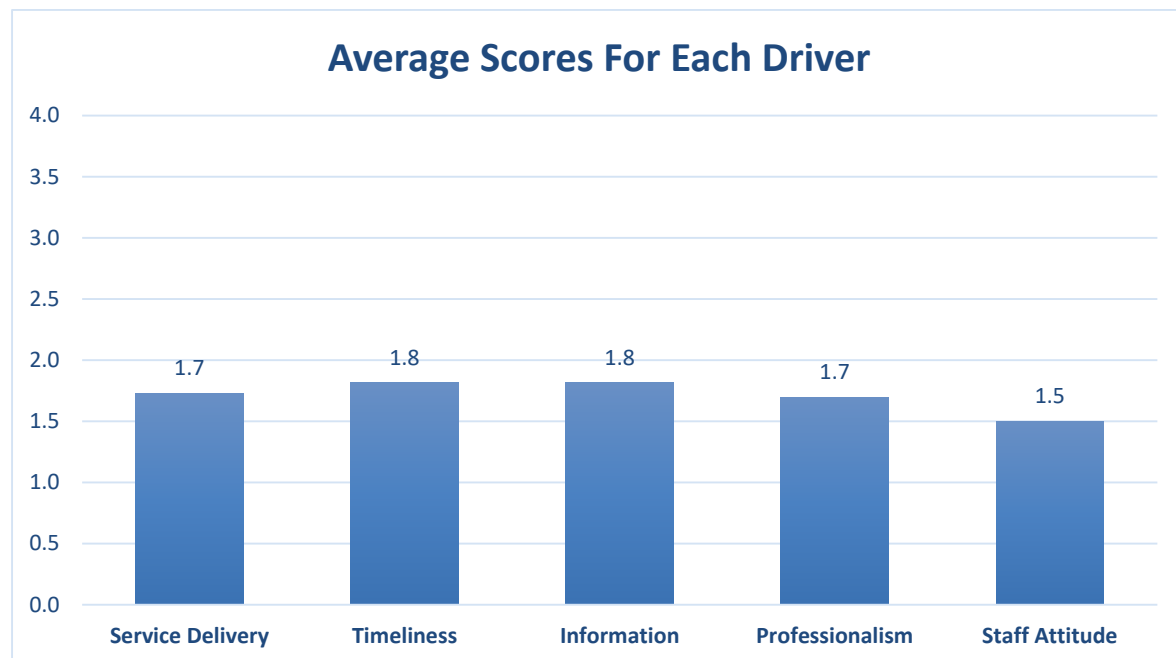


Chart 1.4 Average Scores of all evaluated Customs Zonal Offices by Drivers of Customer Satisfaction



Suggestions for Improvement in Nigeria Customs Service

Immediate Quick Fixes

- Efforts should be made to decongest the office environment of all the NCS formation under the Kaduna Zone (i.e. Zonal Command, Federal Operations Unit and Katsina). To promote healthy working environment
- A customer care policy should be produced and displayed at all service outlets to guide staff on how to treat customers and potential customers
- Adequate toilets should be provided and kept clean at all times. This would ensure customers and stakeholders have a pleasant service delivery experience when taking services at the NCS

Medium Term Improvement

- All Customs Clinic should be should be renovated, expanded and upgraded to meet the teaming needs of staff and the communities, supply of drugs, functional Ambulance and Laboratory reagents should also be provided to enable the Clinics function optimally
- The NCS should actively engage with development partners e.g. the Federal and State Government to ensure that the access road to Seme-Kraker border is put in good shape. This would encourage customers and potential customers to use the border and thus boost commercial activities in the area
- Training and re-training should be provided to staff as at when due; this would enhance their skills, knowledge and attitude for the provision of satisfactory services to customers

Long Term Improvement

- More advanced technology such as scanning machines and a K-9 unit should be provided at the International wing of the Airport to reduce human contact, and to sniff out precious metals, drugs etc.
- A buffer zone should be provided for at the border in Seme-Kraker to properly differentiate communities from both Nigeria and Benin Republic.

3.1.1 C Federal Medical Centres (FMC)

Evaluation of the services of the Federal Medical Centres was carried out from June, 2019 and would be extended to 2020 as captured in SERVICOM work plan. The evaluation of the services of FMCs was to identify areas that need improvement especially in customer care, timely release of test result etc. Out of the (21) FMCs that were selected for assessment of their compliance with the SERVICOM Index, eight (8) were evaluated in 2019 while the remaining 13 will be evaluated from February, 2020. Evidence was gathered at the service windows evaluated through customer interviews, discussions with management, staff, partners, review of key documents, desk research and general observations.

3.1.2 Complaints Handling on Service Failure Experienced in MDA's

Government delivers services to its citizenry through the Ministries, Departments and Agencies (MDAs) in order to make life more meaningful and improve on their well-being. However, customers' complaint seems inevitable in these establishments of government. MDAs provide services which are perceived in different ways by various people. The increase in people's expectation of the services, which may not always be compatible with the services they receive, leads to their dissatisfaction and complaint. Although the customers frankly express their dissatisfaction, they are willing to give a chance to the management for accountability so that the dissatisfaction would decrease and they would be encouraged to repeat transactions.

Although customer complaint is an inseparable part of the MDAs, it gives the service providers a chance to alleviate their faults and to draw the customers to their offices in the future as well. The complaints which are not directly forwarded to the MDAs will have a number of consequences. In such a case, the MDAs will miss the chance of correcting its mistakes, and therefore, will lose its focus on satisfying the needs of their customers. The following analysis gives the description of total number of complaints received by SERVICOM Office in 2019, various categories of complaints, the number of complaints resolved, and number of complaint awaiting attention. The table below shows summary of complaints received in 2019.

Table 1.4 Status of complaints received

Number of resolved complaints	76	33.5%
Number of pending complaints	116	51.1%
Number of unresolved complaints	35	51.1%
Total No. of Complaints received	227	

Fig 1.5 Graphical representation of complaints received in 2019

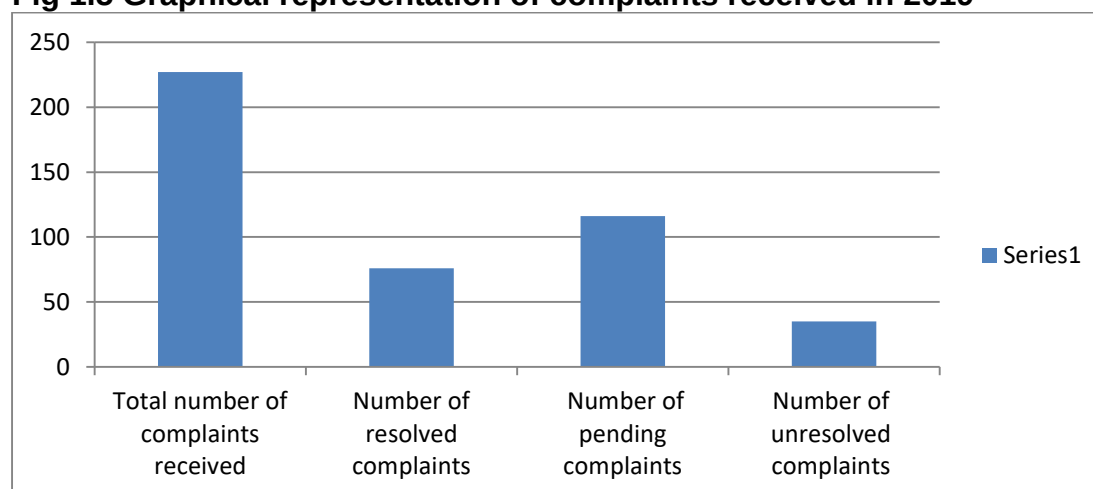
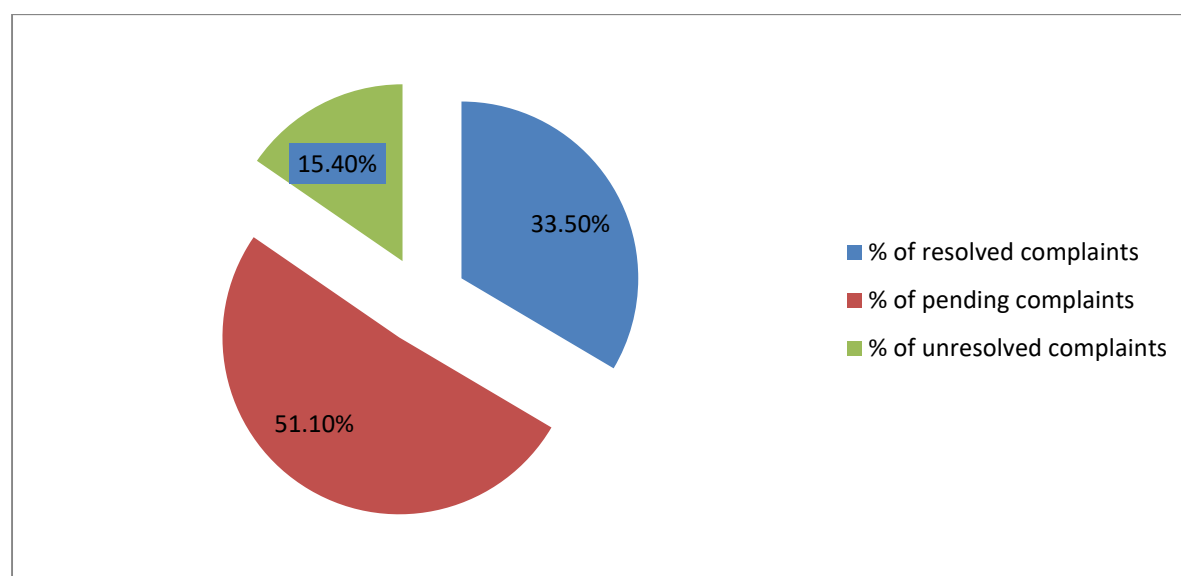


Table 1.5 Summary in percentage of complaints resolved, pending and unresolved

% of resolved complaints	% of pending complaints	% of unresolved complaints
33.5%	51.1%	15.4%



From the figure above, 33.50% of the complaints was resolved, 51.10% of the complaints was pending or awaiting resolution, while 15.40% was unresolved. More than 52% of the complaints were as a result of service failures from Government established agencies, especially from the Nigerian Electricity Regulatory Commission etc.

Chart 1.6 Categories of Complaints

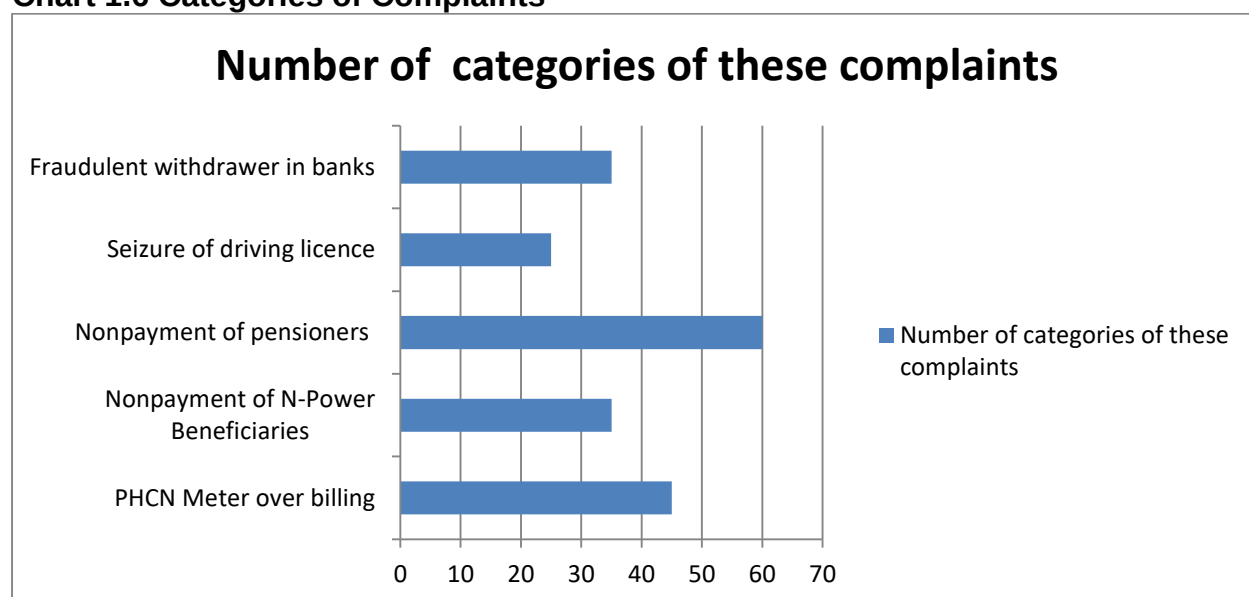
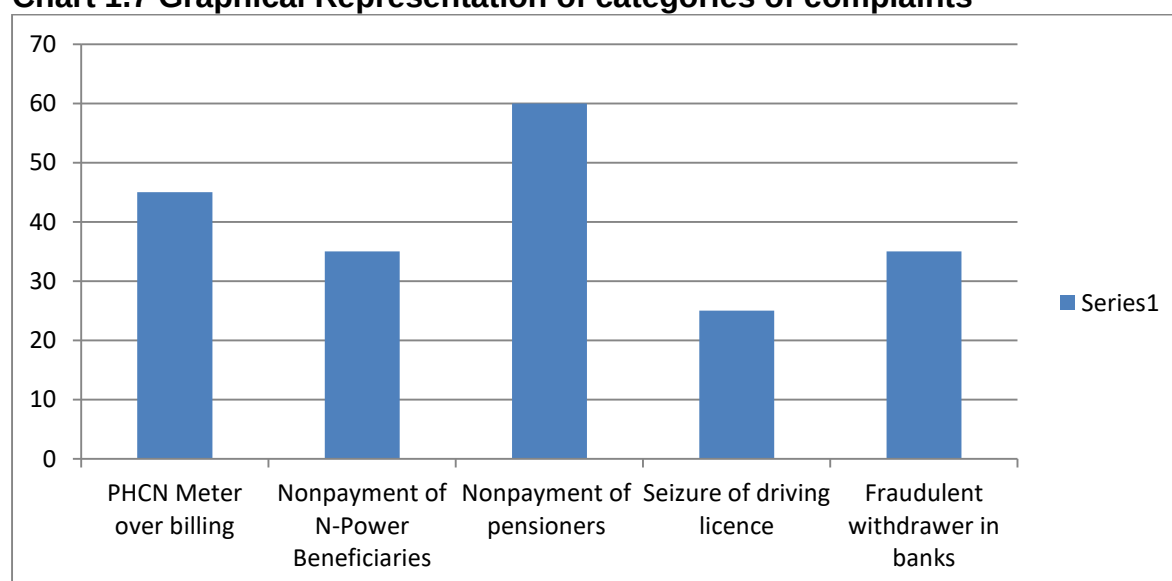


Table 1.6 Categories of complaints

Category of complaints	PHCN Meter over billing	Nonpayment of N-Power Beneficiaries	Nonpayment of pensioners	Seizure of driving licence	Fraudulent withdrawer in banks
Number of such complaints	45	35	60	25	35

Sixty pensioners complained of government failure to pay their entitlements which represents 30%, while 45 complained of meter over-billing by the Power Distribution Companies which represents 22.5%

Chart 1.7 Graphical Representation of categories of complaints



Source SERVICOM

SERVICOM Complaint Management System

SERVICOM consistently receive from service takers though not a service provider. This is because the office has put complaint management system in every MDA to address complaints resulting from service failures. The system has enabled SERVICOM capture the interest of the complainants, presents solutions, informs the customer about steps taken in addressing his/her complaints, and integrates the customer into the process. The complaint management systems also provide customers with convenient access/channels to voice complaints and viewpoints. During and upon the reception of the complaint the main issues are accessibility and responsiveness. Complaining customers are primarily concerned about whether their complaints are being processed in an appropriate and fair manner. Perception of an open and responsive MDA willing to present satisfactory solutions to a complaint issue is critically important. Effective complaints management systems therefore involve accessible professional processes and are characterized by sensitivity to customer viewpoints

3.1.3 Presentation of SERVICOM Compliance Evaluation (SCE) report

Within the year under review, the unit coordinated the official presentation of SERVICOM Compliance Evaluation Reports to the Management of National Commission for Colleges of Education (NCCE) which supervises Federal Colleges of Education and Nigeria Customs Service. During these presentation meetings, service improvement strategies were discussed to bridge identified service gaps in evaluated service windows.



The National Coordinator Comptroller General flanked by SERVICOM Officers and Officers of the Nigerian Customs Service after presentation of the SCE report.

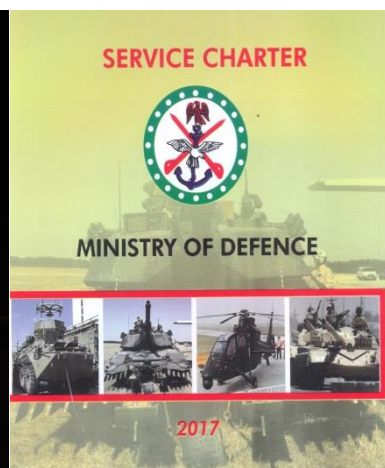
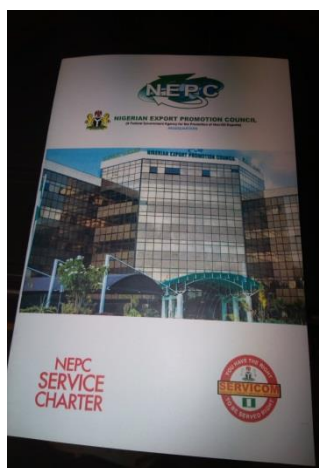
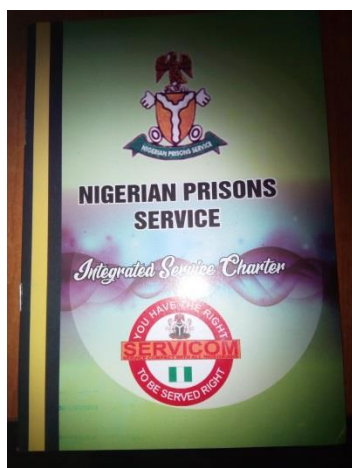


The National Coordinator about to shake hands with the Comptroller General of Customs after handing over the evaluation report to him.

3.1.4 Evaluation of MDAs Service Charter

Service Charter is a promissory document that contains standards and service delivery provisions which are made available to both the service providers and the customers. To ensure that the service charters conform with SERVICOM Standards, reviews were made in the Service Charters of most MDAs, this to enable customers understand the standards used by the various MDAs in rendering services, appreciable updates and guidelines on how to develop workable service charter. The following service charters were evaluated in 2019: Nigerian Electricity Liability Management Limited (NELMCO), Federal Ministry of Science & Technology, Federal Civil Service Commission (FCSC), Central Bank of Nigeria, Independent Corrupt Practices and other related offences Commission, Nigeria Railway Corporation, Nigeria Maritime Academy of Nigeria, Nigerian College of Aviation Technology, Legal Aid Council of Nigeria, Universal Basic Education Commission, Federal Ministry Defence

Pictorial display of some of the MDAs Service Charters





3.1.5 Ministerial SERVICOM Committees meetings

The unit facilitated and attended monthly/quarterly Ministerial SERVICOM Committee (MSC) meetings of the MDAs, where issues affecting service delivery and better ways of relating with customers in the MDAs are discussed. The meetings also were held with a view to sharing knowledge, sharing experiences and best practices on service delivery as it affects all the MDA's. The MDA's that held the meetings were as follows: Federal Ministry of Transport at NAMA headquarters, Federal Ministry of Finance, Federal Ministry of Health, National Open University, Nigeria communication Commission, Federal Ministry of Science and Technology Police Service Commission, Federal Ministry of Petroleum Resources and Federal Civil Service Commission. The papers presented during the MSC meetings include: Patient Experience management- A SERVICOM Perspective, Role of effective Communication in patients care, measuring patient Satisfaction etc.

3.1.6 Induction of new Nodal Officers

The Operation Units carried out the induction of new Nodal Officers to enable them fully understand the concept of SERVICOM in MDAs and their roles and responsibilities in MSUs. The staffs of the following MDAs were inducted. National Universities Commission (NUC) Office of the Secretary to the Government of the Federation (OSGF), Federal Ministry of Defence, Institute for Peace and Conflict Resolution, NACETEM, Centre for Satellite Technology Development (CSTD), Abuja, Federal Ministry of Science Technology, Nigeria Communication Commission (NCC) , Nigeria Institute of Advance Legal Studies

3.1.7 Supervise Resource Centre interactions

The Operations Unit coordinated the weekly Resource Centre interactions of MDAs. The session requires in-depth interaction between the SERVICOM Office and the MSU representative for the purposes of examining progress made at driving the Initiative in the MDAs. Important information such as MDAs Service Charter, service profiles of MDAs are regularly updated. SERVICOM-in-Action stories and other activities that concerns the MDAs on SERVICOM are also discussed

3.1.8 Courtesy/Advocacy visits to Ministers/CEOs

In order to familiarize the newly appointed Ministers and Permanent Secretaries with the SERVICOM concept and secure their support for the work of MSUs, the National Coordinator and Chief Executive Officer embarked on Courtesy Visits to Honorable Ministers and Chief Executive Officers of some MDAs on SERVICOM Protocol List. The Operations Unit facilitated these visits, which turned out to be very useful and rewarding. MDAs visited during the period include the following: Federal Ministry of Power, Works and Housing (Power Sector) and OAGF EFCC, NLN, FMI, NAPTIP, FMARD, VIO, Nigeria Immigration, National Orientation Agency, Police Service Commission (PPC), Pension Transitional Directorate (PTAD) and Federal Mortgage Bank of Nigeria (FMBN).



Courtesy visit to National Defence College, Abuja by the National Coordinator/CEO SERVICOM

3.1.9 Evaluation of Ministerial SERVICOM Units (MSU)

There are eighty four (84) Ministries, Departments and Agencies in the protocol list of Operation Unit teams. To ascertain the functionality of these MDAs, Operations Unit carried out evaluation with the objectives of assessing their status, effectiveness and overall functionality of the Ministerial SERVICOM Units (MSU in driving the Service Delivery Initiative in MDAs. Some of the findings from the evaluation include non-sensitisation of staff members on values of service delivery, lack of directional signs in and around office complexes. However recommendations to the findings were forwarded to the management of these MDAs for implementation



Reception Area of Federal Ministry of Foreign Affairs pictured during the MSU evaluation



Display of phone numbers and social media handles at the Federal Ministry of Science & Technology

3.1.10 Sensitization/Workshops for MDAs

Sensitization workshop for MDAs were carried out to ensure that staffs are better informed of the functionality the Reforms, Coordination and Service Improvement Department in adherence to SERVICOM Principles. For example, sensitization exercise carried in the following MDAs has led to improved skills, enhanced the knowledge and attitude of staff for effective service delivery. The following MDAs were included in 2019 sensitization exercise: Justice, Federal Ministry of Agriculture & natural Resources, Nigeria Export Promotion Council, Federal Ministry Education, Federal Aviation Authority of Nigeria, Nigeria Civil Defence Corps, Auditor General of the Federation, Nigeria Air Space Management Agency, Nigeria Correctional Services, Nigeria Immigration Service, Nigeria Television Authority, Independent National Electoral Commission, Federal Ministry of Transportation, Nigeria Tourism Development Corporation, Police Service Commission, Office of the Head of Civil Service of the Federation, Federal Ministry Trade & Investment, Nigeria Broadcasting Commission, Federal Ministry Solid Minerals Development, RMAFC, Federal Ministry of Interior, Federal Ministry of Defence, Nigeria Social Insurance Trust Fund, Nigeria Police Force, Federal Ministry of Labour & Productivity, Nigeria Deposit Insurance Corporation and Federal Ministry of Water Resources

3.1.11 Assessment of Joint Admission & Matriculation Examination (UTME) Centres:

The Office in conjunction with Joint Admission & Matriculation Board (JAMB) observed compliance in registration and examination process of UTME in selected schools in Abuja to ensure the process is transparent and conducive for applicants. The JAMB Registrar commended the tenacity displayed by SERVICOM staff who participated in the exercise

A checklist was used to guide the monitoring and to ensure that key service delivery priorities were captured reflecting the six (6) dimensions of the SERVICOM Index. In addition to the checklist, a one-page questionnaire was used to measure the experience of candidates during the exams. Details of our findings and recommendations are contained in a report which was forwarded to the management of JAMB

The SERVICOM Index consists of six (6) dimensions and weighted as follows:

- | | |
|---------------------------------|-----|
| 1. Policy Commitment | 10% |
| 2. Service Delivery | 25% |
| 3. Customer | 20% |
| 4. Organizational Effectiveness | 20% |
| 5. Accountability | 15% |
| 6. Innovation | 10% |

Twenty five (25) JAMB CBT Centres representative of all the Area Councils within the FCT were selected for monitoring. A team of fifteen (15) SERVICOM Compliance Officers were assigned to different Centres to carry out the monitoring exercise; 3 officers visited 2 centers each while 5 officers visited 1 Centre each. Overall, each Centre was visited twice on different days. During the monitoring, the officers interacted with the CBT Administrators and their staff, JAMB supervisors as well as candidates. Observations were also made on the environment and the general conduct of the exams from entry to exit.

Table 1.7 SELECTED JAMB REGISTRATION CENTRES AND LOCATIONS

S/N	CENTRE & LOCATION
1.	Central Emirates International Academy, Plot 903-904, Anagada Satellite Town, Near Giri Junction, Abuja
2.	Unique ICT & Innovative Institute LTD, City Royal Sec. Sch. Opp Forte Oil(AP) Filling Station, after Nyanya Bridge, Nyanya, FCT-Abuja
3.	Government Day Secondary School, Karu, Karu/Jikwoyi Road, Opposite Karu Market, Abuja, FCT
4.	Distance Resource Centre, (University of Abuja) Kado, Abuja
5.	Blueocean Technology, Glory House, Opposite GGSS, Dutse, Abuja
6.	Islamic Leadership Academy, Behind Forest Zone, Kuje, FCT Abuja
7.	Government Secondary School, Jikwoyi Road, Karu.
8.	Comprehensive Institute Of Management & Tech, Arab Road Byazhim, Close To Water Board, Behind Mountain Of Fire Church, Kubwa, FCT
9.	Uzyadic ICT/CBT, G.S.S. Tudun Wada, Wuse Zone 4, Abuja, FCT
10.	JC Best Schools International, Plot 133, Cafe District, After Magistrate Court, Life Camp, Abuja
11.	Lead British Int'l School, Aliyu Mustdafa Street (Opposite Trafford Hotel) Off Wole Soyinka Avenue, 2nd Avenue, Gwarinpa, Abuja
12.	Best Intellect Inti Academy, Along Central Mosque Old Kutunku, Gwagwalada, FCT-Abuja
13.	JAMB FCT ZONAL OFFICE , No 19 Karaye Street, Off Amurie Omanze Street, Off Ladoke Akintola Boulevard, Garki II, Abuja, FCT
14.	Unique College Zuba, No 1, Behind Total Filing Station, Runji, Zuba, Abuja, FCT
15.	Christ the King College (C.K.C.), Gwagwalada, Abuja
16.	Apo Resettlement CBT & ICT centre, G.S.S, Apo, Abuja, FCT
17.	JAMB CBT Centre, Kogo, Bwari, Abuja
18.	JAMB CBT Centre, JAMB Headquarters, Along Law School Road, Bwari, Abuja
19.	Brix Academy, No 2, Etang Obuili Crescent, Jabi, Abuja
20.	Computer Based Test(CBT) Centre, Veritas University, Bwari, Abuja
21.	Global Distance Learning Institute (GDLI), Plot 825, Ralph Shodehinde Street, Off Ahmadu Bello Way, Central Business District, Abuja, FCT
22.	Chamscity/Sascon CBT 1, 3rd floor, Sascon International School, 19A Yedseram Street, Maitama, Abuja
23.	Dominion International School CBT Centre, No 40, Asheik Jarma Street, Off Mike Akhigbe Way, Jabi, Abuja
24.	Balami Global Mega ENT LTD., GSS – Gwagwalada, Plot 612(Web Palace), UATH Road, Gwagwalada-FCT
25.	Solid Model CBT, Model Secondary School, Maitama, Abuja

3.1.12 MDAs Work Plan

Ministries Departments and Agencies of government submitted their work plans for the year which was closely monitored by SERVICOM foot soldiers and focused on enhanced service delivery to service takers. The work plans enable SERVICOM office track the activities of the MDAs to ensure that the programs were carried out as scheduled. The following MDAs submitted their work plan: Nigeria Deposit Insurance Corporation National Youth Service Corps, Federal Ministry of Defence, Federal Ministry Works Power and Housing, National Pension Commission (PenCom), Federal Ministry of Finance, Nigerian Customs Service.

ADMINISTRATION UNIT

1.1 INTRODUCTION

The Administration unit was set up to coordinate the human and non-human resources in the Office for the attainment of the objectives of the Office.

This report highlights the activities of the Unit in the year 2019.

2.0 FACILITATION OF MANAGEMENT AND NODAL OFFICERS MEETINGS.

a) Management Meeting

The Management Committee of the Office headed by the National Coordinator as the Chairman has all Heads of Units and Team Leaders as members. The Committee met regularly to deliberate on issues that would move the Service Delivery Initiative forward and also on staff welfare matters.

b) Nodal Officers' Meeting

The Office held quarterly meetings with all Nodal Officers on its protocol list to exchange information on service delivery best practices as well as updating members on progress made in implementing SERVICOM. It was also a forum to enable Nodal Officers showcase the impact SERVICOM has had on service delivery in their various MDAs in such a way that 'before' and 'after' scenarios can be compared, validated and documented for public awareness purposes.

(3.0) ANNUAL END OF YEAR EVENTS

A) Council Of Nodal Officers' End Of Year And Award/ Meeting

The Office organized an end-of-year programme for her stakeholders and Nodal Officers in December, 2019. The programme provided a platform to

- appreciate the efforts of the Nodal Officers
- collectively reflect on and attack all issues which hindered the effectiveness of the MSUs
- come up with actions to tackle these challenges for better results next year
- Present Gifts and plaques to deserving Nodal Officers
- for stocktaking and experience sharing between SERVICOM, her partners and stakeholders
- Celebrate SERVICOM friends and champions, to raise and praise those individuals and organisations whose contributions are instrumental to continued achievement of the objectives of Government's Service Delivery Initiative.

Award for Nodal Officers/MSUs

S/N	CATEGORY	NAME/MDA
1	BEST MSU (TEAM A)	INDUSTRIAL TRUST FUND (ITF)
2	BEST MSU (TEAM B)	FEDERAL AIRPORTS AUTHORITY OF NIGERIA
3	BEST MSU (TEAM C)	NIGERIAN DEPOSIT INSURANCE CORPORATION
4	BEST MSU (TEAM D)	STATE HOUSE
5	BEST NODAL OFFICER(Team A)	MR MOHAMMED BAKO - EFCC
6	BEST NODAL OFFICER (TEAM B)	MRS EBELE OKOYE – FAAN
7	BEST NODAL OFFICER (TEAM C)	MR NGOZI FIDELIA CHIEFE- NIGERIAN DEPOSIT INSURANCE COROPORATION
8	BEST NODAL OFFICER (TEAM D)	MR AUGUSTUS OGUERI- STATE HOUSE
9	OVERALL BEST PERFORMING NODAL OFFICER (MINISTRY)	MR OYIBO MICHAEL- FEDERAL MINISTRY OF SCIENCE AND TECH
10	EARLIEST BIRD AT COUNCIL OF NODAL OFFICERS MEETINGS	Mr AMBROSE- NIGERIAN AIRSPACE MANAGEMENT AUTHORITY
11	SUPPORTIVE CEO (TEAM A)	PROF ISHAQ OLOYEDE
12	SUPPORTIVE CEO (TEAM B)	CAPTAIN RABIU HAMISU YADUDU – MANAGING DIRECTOR, FAAN
13	SUPPORTIVE CEO (TEAM C)	ALHAJI UMAR mni - MANAGING DIRECTOR,/CEO, NDIC
14	SUPPORTIVE CEO (TEAM D)	MR JALAL A. ARABI- PERMANENT SECRETARY, STATE HOUSE
15	SERVICOM CHAMPIONS	MR BOSS MUSTAPHA- SGF
16	SERVICOM CHAMPIONS	DR AHMAD ISAH- ORDINARY PRESIDENT, BREKETE FAMILY
17	SERVICOM CHAMPIONS	SIR AGABAIDU CHUKWUEMAKA JIDEANI



A cross section of Nodal Officers during the last quarter of National Council of Nodal Officers' Meeting held in Dec. 2019.



Best Nodal Officer, Mrs. Ebele Okoye of FAAN receiving award during SERVICOM Reward ceremony for deserving Nodal Officers

(b) Award for Outstanding Staff

The Office also recognized and appreciated some of its staff who were outstanding within the year as follows:

S/ N	CATEGORY	NAME/MDA
1	BEST STAFF (TEAM A)	MRS TOLU TUBI
2	BEST STAFF (TEAM B)	MR. KEHINDE LAWAL
3	BEST STAFF (TEAM C)	MR SESUGH DURUBA
4	BEST STAFF (TEAM D)	MRS MEDINAT MOHAMMED
5	OVERALL BEST TEAM	TEAM D
6	BEST OPERATIONS STAFF	MR BEN OLOFU
7	BEST ACCOUNTS STAFF	MRS FUNMILAYO OLADIMEJI
8	BEST AUDIT STAFF	FAITH OLADIPO
9	BEST DIMU STAFF	ISIOMA ODUM
10	BEST PUBLIC AWARENESS/IT STAFF	MR CASMIR IGWE
11	BEST SERVICOM INSTITUTE STAFF	MR GBENGA OLOKE
12	BEST ADMIN STAFF	MR. ISAIAH DAUDA
13	BEST STAFF OF THE NATIONAL COORDINATOR'S OFFICE	NNEOMA DABERECHI
14	BEST SERVICOM DRIVER	MR OGNONNA IDU
15	SERVICOM EARLIEST BIRD	SESUGH DURUBA



SERVICOM Staff with the National Coordinator/CEO and management staff during end of year party

PUBLIC AWARENESS UNIT

Introduction

The Public Awareness Unit is responsible for creating and sustaining awareness among members of the public and stakeholders, on the progress of the Federal Government's Service Delivery Initiative. This is against the backdrop of the realization that awareness would create the knowledge needed for behavioral change among government workers and the citizen, which would further entrench service delivery in Ministries, Departments and Agencies (MDAs).

In 2019, the Unit carried out activities that have increased SERVICOM's visibility and have heightened general awareness on how citizens can resort to SERVICOM processes to access satisfactory services in MDAs.

Achievements

SERVICOM- Help Desk Radio Programme in Brekete Family Programme,

The SERVICOM- Help Desk Radio Programme is transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme "Brekete Family" from 7:30am - 10:00am. Its objective include to provide a constant help desk for service takers, to enlighten the general public on the processes of seeking redress on service delivery complaints through SERVICOM and to hold public officers accountable through the voice of the people.



The National Coordinator, SERVICOM, Mrs. Nnenna Akajemeli in the studio during SERVICOM Help Desk Radio Programme on Human Rights Radio 101.1 FM, Abuja.

The impact, popularity and acceptance of the Programme grew tremendously in 2019. The Programme ran successfully in 2019 with 53 episodes that featured CEOs and Nodal Officers of Ministerial SERVICOM Units of MDAs, who talked about the service delivery Processes of their organizations. Prominent among such CEOs were Dr. Dan-Azumi .M. Ibrahim, the Director General of NOTAP, and the Registrar/CEO of TRCN, Prof. Joseph .O. Ajiboye.

The Nigerians in Diaspora making their contributions to National growth and development. At the 100th episode of the programme on 3rd of December 2019, a group of Nigerians in Diaspora appreciated the good works of SERVICOM through the Programme, with an Anniversary cake.

Through the programme, SERVICOM is fast becoming a house-hold name as more citizens are able to engage with the office to access improved services while the Ministerial SERVICOM Units are now more effective and responsive in facilitating excellent service delivery and on complaints redressal; they are now more accountable and visible. These have enhanced the level of connectedness between service providers to service takers and citizens to government. Hundreds of complaints have been satisfactory redressed through the Radio Programme. *(Highlights of the episodes of the programme can be accessed on the SERVICOM website www.servicom.gov.ng).*

2019 CUSTOMER SERVICE WEEK

The Public Awareness Unit during 2019 International Customer Service Week create massive enlightenment and publicity through a road show which began at the Federal secretariat, moved to the headquarters of Nigerian Television Authority (NTA) and ended at the Office of the Secretary to the Government of the Federation. Hundreds of people were reached through fliers which were distributed during the event



The National Coordinator, SERVICOM making a remark during a roadshow to mark the 2019 Customer Service Week.



The National Coordinator presenting an awareness material to the Director General, Nigerian Television Authority during the roadshow



The National Coordinator during an interview session. Standing beside her is the Permanent Secretary, General Services, OSGF



Some members of staff, SERVICOM Office during the roadshow.

Press Coverage

Coverage and reportage of SERVICOM activities were sustained by the Unit as internal and external activities of the Office were provided the needed coverage. The Unit facilitated in ensuring publicity of such events in the media, amongst them were:

Courtesy and Advocacy Visits to Ministry of Health.

- a. National Council of Nodal Officers' Meetings chaired by the National Coordinator
- b. Inauguration of Ministerial SERVICOM Units and Committees of N.E.P.C
- c. Presentation of SERVICOM Compliance Evaluation Reports to N.C.C.E
- d. Inauguration of Ministry of Communication M.S.U
- e. Courtesy visit to LACON
- f. Advocacy visit to Daily Trust Newspaper Office.
- g. Courtesy visit to NERC.
- h. Presentation of Evaluation report to CUSTOMs

SERVICOM On – air personality Forum:

The SERVICOM on –Air Personality Forum was constituted on 30th October 2019 with **Mr. BEN 200 of Nigeria Info** as Pioneer Chairman. The objective of the Forum is to build and strengthen SERVICOM engagement with On-Air Personalities who are media influencers in order to increase public perception of the Service Delivery Initiative through these personalities. Members of the Forum have committed themselves to the promotion of SERVICOM ideals through their various media outlets.



The National Coordinator, flanked by members of the Forum of On-Air Personalities (OAPs) and some staff of SERVICOM Office during the forum's maiden meeting in the SERVICOM Office.

Milestone Media appearances

The Unit coordinated the following Press/media features which amplified media mileage for the office

- a. Half page Publication in Tell News Magazine on with the heading INTERGRITY IN LEADERSHIP: Featuring the National Coordinator on page 46, on the 22nd of July 2019. (Website: www.tell.ng for confirmation)
- b. Advocacy Visit to Headquarters of Daily Trust Newspapers on 13/5/2019
- c. Special interview with National Coordinator by the Sun Newspaper
- d. Special interview with National Coordinator by Tambari, a pull-out from Daily

Trust weekend Newspaper

- e. Doro-corruption Radio Programme by “Say No Campaign Nigeria“ in Wazobia FM Abuja

Re-activation of SERVICOM ICT platform and Social Media handles

The ICT Platform is one of SERVICOM's strategic windows for getting spontaneous feedback that would allow for speedy intervention on experiences of service failure by members of the public in the course of accessing services from MDAs. The following are SERVICOM Social Media Handles.

- a. Website: www.servicom.gov.ng
- b. Facebook: www.facebook.com/servicomng
- c. Twitter: @servicomoffice
- d. Instagram: Servicom_officialpage
- e. Email: info@servicom.gov.ng

To foster a robust engagement with stakeholders and the general public, the SERVICOM Social Media handles were re-activated and made more functional especially the twitter handle which had 1,734 followers at the end of 2019.

The SERVICOM website which is constantly updated has now become a rich resource base for useful information, data and research for the public with the aim of promoting public discourse on service delivery as a catalyst for improved customer focused service delivery and Service Improvement efforts by MDAs.

Challenges

- Insufficient funds to continue carry out massive nationwide awareness campaigns.
- Inadequate manpower



A group photograph of the National Coordinator, SERVICOM, Mrs. Nnenna Akajemeli, the immediate past Public Awareness Manager, Ms. Patience Musa, Producer and Presenter of Dorocorruption program on wazobia FM 99.5 in Abuja.



The National Coordinator, Mrs. Nnenna Akajemeli granting an exclusive interview to the Sun Newspaper in her office.

ACCOUNTS UNIT

INTRODUCTION

The Accounts Department is a service department to the SERVICOM Office. It facilitates the actualization of the programmes and activities of the SERVICOM Office for implementation by the key departments and units. The Department receives and pays as well as renders return as appropriate.

ACHIEVEMENTS

During the year under review, the Accounts Department facilitated the successful implementation of the Service Delivery Initiative. Highlight of major activities include:

- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintain record of receipts and payments of SERVICOM finances.
- Rendered return on finances to Management.
- The department facilitated the preparation and defending the SERVICOM Office annual budget and followed up the funding of its activities and programmes.

FUNDING IN THE YEAR 2019

Accordingly, the SERVICOM Office receives its funding for 2019 fiscal year only from the Federal Government Consolidated Revenue Funds (CRF)

EXPENDITURES IN THE YEAR 2019

The SERVICOM Office applied the funds in discharging its duties of implementing the service delivery initiative of the FG in the 2019 fiscal year as follows:

- ₦ 29,815,904 Million on Capital Cost
- ₦ 11,910,770.02 Million on Overhead Cost

CHALLENGES

The challenges facing the unit are uncertainty of release of amount allotted to the SERVICOM office and its inadequacy in meeting the immediate operational need of the office

INTRODUCTION

In accordance with the Financial Regulation 2009, Section 1706, the Internal Audit Unit successfully executed the approved Internal Audit programme of activities for the year 2019.

ACHIEVEMENTS

- Rules and Regulation were followed in the office pertaining to the execution of transactions.
- There is no weakness in the office Internal Control System. Efforts should made to sustain it.

FUNDING ACTIVITIES FOR YEAR 2019

In the year 2019, the total vouchers audited by the unit for both Capital and Overhead expenditures are as follows

- ₦ 29,815,904 Million on Capital Cost
- ₦ 11,910,770.02 Million on Overhead Cost

CHALLENGES

- The role of internal audit is still over looked in the aspect of GIFMIS method of payment in the civil service.
- A role should be given to the auditor in the tray of payment at least checking online.
- Auditors should also be a partaker in the training of IPSAS.

Conclusion

The Internal Auditors have raised some observation as well made recommendations to the management to ensure efficient service delivery. Also, it is pertinent to note here that there is segregation of duties and hence there is no material weakness in the system of internal control within the set up. It is expected that the management will build on this effort.

SERVICOM Institute

Introduction

Delivery Institute (now known as the SERVICOM Institute) was established in December 2005 with the aim of inculcating the basic concepts of service delivery in the public service.” The Institute operates as the training wing of the SERVICOM Office. It coordinates the provision of regular training on key elements of customer-focused service delivery for all grades of the public service.

Specifically the Institute is designed to:

- Develop training courses on various aspects of service delivery and tailor these for different user groups.
- Organise and deliver training.
- Evaluate the effectiveness and impact of training.
- Refine training approaches in light of evaluations.
- Work with the SERVICOM Office to identify further service delivery training needs.
- Conduct research on service delivery and allied issues

A total of six (6) training workshops in the calendar year January to December 2019 in line with the SI Action plan against a minimum target of 10 workshops. The table below shows the breakdown as follows;

S/N	Workshop Title	Target Participants	Dates	Location	Description
1.	Leading Change for Service Improvement	New SERVICOM Officers in MDAs	June, 24-27	Nasarawa	Free Training
2.	Developing Performance Measurement Framework	NCC SERVICOM committee	July, 1-5	Nasarawa	Customized Training
3.	Result M & E Techniques for SERVICOM units	Health Sector MDAs	July, 8-12	Abuja	Open Programme
4.	SIP workshop	Evaluated MDAs (NCCE)	September, 16-20	Nasarawa	Closed Programme
5.	NIPC workshop	Leading Change for Service Improvement	November, 25-28	Nasarawa	Customized training
6.	OSGF	Leading Change for Service Improvement	December, 12-13	Nasarawa	Customized training

Challenges

- Insufficient funds to continue carry out other nationwide awareness campaigns.
- Inadequate manpower
- Lack of operational vehicles

Future Plan

- The establishment of dedicated club of SERVICOM Reporters
- Coming up with SERVICOM radio programmes
- Road shows and production of Magazine
- Networking Seminars
- SERVICOM Compliance Evaluation
- MSU Evaluation: All MDAs
- Courtesy Visits to Ministers/ Chief Executives of MDAs:
- MSC Networking Meetings
- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintain record of receipts and payments of SERVICOM finances.
- Rendered return on finances to Management.
- The department facilitated the preparation and defending the SERVICOM Office annual budget and followed up the funding of its activities and programmes.

Some Abbreviations used in this report

S/N	Abbreviation	Full meaning
1.	FMC	Federal Medical Centre
2.	MSC	Ministerial SERVICOM Committee
3.	MDAs	Ministries, Departments & Agencies
4.	MSUs	Ministerial SERVICOM Units
5.	SCE	SERVICOM Compliance Evaluation
6.	SIP	Service Improvement Program
7.	M&E	Monitoring & Evaluation